



## **NEWS RELEASE**

### **Washington State Department of Printing**

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## **Over 11 million items ordered through Department of Printing Internet store**

OLYMPIA—Business is increasing at the General Store, the Internet storefront operated by the Washington State Department of Printing Fulfillment program.

Customers have ordered over five million items through the General Store in just the past six months, nearly matching the total order volume for the previous three years combined. The online store processed orders for approximately six million items between February 2000 and March 2003. By the end of October 2003, the order volume had skyrocketed to over 11 million items.

The General Store is the Internet arm of the Fulfillment program at the Department of Printing (PRT), which allows state agencies, cities, school districts and other political subdivisions to print, store and distribute items with one integrated service. The online store provides a secure location for customers to order publications, videos, CD's and other finished goods from a variety of Washington state agencies 24 hours a day, seven days a week from any computer with Internet access.

The storefront gives organizations using the PRT Fulfillment program all the benefits of a robust Internet delivery system without the expense of creating their own Web site and staffing an order-processing center. In addition, the site provides a centralized online location for distributing informational materials, making it easier for the taxpayers to order government publications and streamlining processes.

In early 2000, the first version of the General Store began receiving orders through the Internet, offering 11 different items. Today, the online store offers over 1000 items from 15 agencies, many available at no cost to the end user. The program receives an average of 1600 orders and ships an average of 650,000 items each month.

The General Store has grown quickly due to its popularity with both users and the agencies that distribute items through the storefront. Fulfillment Manager Jennifer Forté notes, "The Department of Printing has seen a real demand for its Fulfillment program over the past six months. Many state agencies are realizing the benefits and ease of using our program to maximize their budget dollars and inform the public."

The General Store and the Fulfillment program are included in the Office of Financial Management (OFM) listing of statewide Best Practices. State agencies are encouraged to use OFM Best Practices to increase efficiency and save taxpayer dollars.

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